# NOAA BALANCED SCORECARD

| DOC Themes | DOC Goals | DOC Objectives | NOAA Objectives | NOAA Office | NOAA Measures | Special Project |
|---|---|---|---|---|---|---|
| SCIENCE AND INFORMATION | Generating and communicating new, cutting-edge scientific understanding of technical, economic, social and environmental systems | 13. Enhance scientific knowledge and provide information to stakeholders to improve innovation, support economic growth and improve public safety | A holistic understanding of Earth's system | Office of Atmospheric Research | Number of NOAA peer-reviewed papers published | Status of key research projects (focus on Deepwater) |
| | | 14. Improve understanding of the US economy and environment by providing timely, relevant, trusted and accurate data and services that enable entities to make informed decisions | Accurate and reliable data from sustained and integrated earth observing systems | National Environmental Satellite, Data, and Information Service | Percent of NOAA-managed satellite data processed and distributed within targeted time | JPSS Key Milestones<br><br>Geostationary Satellite Milestones |
| | | 15. Enhance weather, water, and climate reporting and forecasting | Reduce loss of life, property, and disruption from high-impact events | National Weather Service | Aviation Forecast (%) Accuracy of Ceiling/Visibility (1 mi/500 ft to less than 3 mi/1000 ft)—GPRA<br><br>Aviation Forecast (%) False Alarm Rate for Ceiling/Visibility (3 mi/1000 ft or less) –GPRA | Status of NextGen |
| ENVIRONMENTAL STEWARDSHIP | Promote economically sound environmental stewardship and science and help drive growth of blue and green | 16. Support climate adaptation and mitigation | Mitigation and adaptation efforts supported by sustained, reliable, and timely climate services | Climate Service | Number of regionally focused climate impact and adaptation studies communicated to decision makers—GPRA (tracked bi-annually)<br><br>Percentage growth in number of unique visits to NOAA's Climate Portal | Status of NOAA Climate Service Implementation |

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| | businesses | | Improved understanding of the climate system and the impacts of a changing climate | | Error in Global Measurement of Sea Surface Temperature--GPRA | |
| | | 17. Develop sustainable and resilient fisheries, habitats, and species | Recovered, rebuilt, and sustained living marine resources | National Marine Fisheries Service | Ensure that all 46 Federal fishery management plans have required catch limits to end overfishing in place by the end of 2011—HPPG<br><br>The Fish Stock Sustainability Index — HPPG & GPRA | Catch Share Policy Implementation |
| | | | Healthy habitats that sustain resilient and thriving marine resources and communities | | Number of habitat acres restored—GPRA | |
| | | 18. Support coastal communities that are environmentally and economically sustainable | Resilient coastal communities that can adapt to the impacts of hazards and climate change | National Ocean Service | Number of Communities that utilize Digital Coast | Status of National Ocean Policy and Coastal and Marine Spatial Planning Framework Implementation |
| | | | Comprehensive ocean and coastal planning and management | | Initial datasets processed for Integrated Ocean and Coastal Mapping seafloor/water column mapping data products | |

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| **CUSTOMER SERVICE** | Create a culture of outstanding communica-tion and services to our internal and external customers | 19. Provide streamlined services and single point of contact assistance to customers through better interaction and communication utilizing Commerce Connect, partnerships, branding, and other means of stakeholder involvement | Integrated services meeting the evolving demands of regional stakeholders | Office of Communications | Improvement in NOAA's American Customer Satisfaction Index (ACSI) score for the NOAA homepage | |
| | | 20. Promote information access and transparency through technology, understanding customer requirements, and creating new data products and services that deliver added value to customers | A modern IT infrastructure for a scientific enterprise | Office of the Chief Information Officer | Increase in number of tools NOAA makes available on open.gov/data.gov<br><br>Increase in number of unique data layers and data sources added to Geoplatform.gov | Deepwater Geoplatform.gov Status of Gulf Response |
| | | 21. Provide a high level of customer service to our internal and external customers through effective and efficient Department functions with empowered employees | Integrated services meeting the evolving demands of regional stakeholders | | TBD | |
| **ORGANIZATIONAL EXCELLENCE** | Create a high performing organization with integrated, efficient and effective service delivery | 22. Strengthen financial and non-financial internal controls to maximize program efficiency, ensure compliance with statute and regulation, and prevent waste, fraud and abuse of government resources | Sound life-cycle management of capital investments | Financial Policy & Compliance | Percent Corrective Action Plans completed (A-123 and KPMG) | |
| | | 23. Reengineer key business processes to increase efficiencies, manage risk, and strengthen effectiveness | A modern IT infrastructure for a scientific enterprise | | Percentage of existing contracts aligned under NOAALink<br><br>Number of tasks added to NOAALink contracts | |

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| | | | | Office of the Chief Information Officer | The number of IT product standards adopted<br><br>The amount of commodity IT spending savings<br><br>The amount of contract reductions (through contract consolidation, use of existing acquisition vehicles, use of shared services, etc.)<br><br>The level of efficiency/productivity improvement | |
| | | 24. Create a IT enterprise architecture that supports mission-critical business and programmatic requirements, including addressing cyber security threats | | Office of the Chief Information Officer | Percent completion of Full Authorization to Operate for all NOAA IT Systems (Certification & Accreditation)<br><br>Percent of Plan of Action Milestones (POA&Ms) closed on time<br><br>Percent of moderate/high impact systems with "top 5" fully implemented"<br><br>Increase number of IT devices monitored by the Security Operations Center (SOC) | High Performance Computing |

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| **WORKFORCE EXCELLENCE** | Develop and support a diverse, highly qualified workforce with the right skills in the right job to carry out the mission | 25. Recruit, develop and retain a high-performing, diverse workforce with the critical skills necessary for mission success, including growing the next generation of scientists and engineers. | Diverse and constantly evolving capabilities in NOAA's workforce | Workforce Management Office | Percent of programs using comprehensive workforce plans and practices to recruit, develop, and retain top talent<br><br>Percent of the 80 day hiring model deadlines within the bureau span of control that are met | |
| | | 26. Create the best led Department in federal government by focusing on leadership development, accountability and succession planning | | Office of Education | Number of Educational Partnership Program (EPP) and Hollings students hired by NOAA, NOAA contractors, other natural resource and science agencies at the Federal, State, local tribal levels, and academia<br><br>Number of students who have been trained and have received degrees in NOAA-mission related sciences, research technology, and education from an EPP Cooperative Science Center | |
| | | 27. Provide an environment that empowers employees and creates a productive and safe workplace | A productive and safe workplace | Safety & Environmental Compliance Office<br><br>Civil Rights Office | Total recordable incident rate<br><br>Number of NOAA supervisors and employees who received EEO and diversity-related trainings | |